

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
October 17, 2001**

**Agenda Items**

- ?? Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Operating Plan (Griffin)

**Action Items**

<b>Previous Action Items</b>	<b>Status</b>
Break out customer survey results for Forrestal.	Completed. Presented to CIAG.
Suggest to Program Offices that meetings be scheduled in rooms other than the videoconference rooms unless those facilities are needed.	CIAG members to follow up as appropriate.
Meet with CIAG members in early stages of developing the Operating Plan to increase member familiarity with IM budget.	SC-65 will take requested action during development of FY03 Operating Plan.

<b>New Action Items from October 17, 2001 CIAG Meeting</b>	<b>Assigned To</b>
Provide comments of Draft 2002 Operating Plan to SC-65 by Monday, 10/22.	CIAG Members
Ask OAs for approval to proceed with rollout of new services, based on successful resolution of network slowness problems.	Centeno
Add words describing how to recognize network slowness problems to e-mail to be sent to SC-65 users re resolution of network problems.	Griffin
Restore line item for Standard Workstation Refresh to Operating Plan, showing zero dollars.	Griffin
Schedule monthly update to CIAG on status of CIO centralization.	Rice

**Support Center Items**

Brent Baker discussed pending Support Center items, including network slowness. He stated that the latter appears to be resolved and that network speed is about the same as it was previous to the Windows 2000 installation. He noted that all tickets have been addressed and that SCSC is no longer receiving calls re network slowness. It was suggested that the e-mail that SC-65 is going to send to users explaining resolution of this network problem should include suggestions on how to recognize network slowness problems as opposed to other problems.

Baker also reported that scheduling of the Blue Room (H-209) is being handled by Support Center personnel until problems with automated scheduling under Outlook are resolved.

### **Approval to Proceed with SC Intranet Portal (SCIP) Rollout**

Given resolution of the network performance problem, Kathi Centeno requested approval to proceed with customer acceptance and installation of new services (i.e., SCIP). The CIAG agreed, assuming approval from the OAs.

### **FY 2002 IM Operating Plan**

Ted Griffin presented a section-by-section review of the final draft of the FY 2002 Operating Plan. He asked for comments from CIAG members by Monday, October 22 so that the plan could be presented to the IM Board on October 25. He noted that the Plan now provides milestones for each project and service, which can be used for tracking status throughout the year. It was suggested that the line item for Standard Workstation Refresh be restored to the Operating Plan, showing zero dollars.

### **Status of CIO Centralization**

Dick Yockman provided a few brief comments summarizing the efforts to develop project plans for the six proposed areas of centralization (as discussed at the October 10 CIAG meeting). The CIAG requested regular (monthly) updates on the status of the centralization efforts.

### **Proposed 10/24/01 Meeting Agenda**

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Operating Plan Approval (Griffin)
- ?? Presentation on 21 Step IM Project Management Process (SC-65 Staff)

### **Meeting Attendees**

Name		Organization	Contact Information
Dilworth – Chair	Greg	SC-14	3-2873
Burrris – Co-Chair	Peggy	SC-4	6-7265
Rice– Exec. Sec	Pat	SC-65	3-4556
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Eckstrand	Steve	SC-55	6-5428
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Lynott	Michael	SC-65	3-7643
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Tunks	Kevin	SC-65	3-6409
Yockman	Dick	SC-65	3-3394